

IN THE SPECIFICATION

Please replace the paragraph beginning at page 1 line 10 to page 2, line 7, with the following rewritten paragraph:

The present document contains subject matter related to that disclosed in commonly owned, co-pending Application Serial No. 09/784,068 XX/XXX,XXX filed February 16, 2001, entitled METHOD AND SYSTEM OF EXPANDING A CUSTOMER BASE OF A BROADBAND DATA SERVICES PROVIDER (Attorney Docket No. 202385US-8); Application Serial No. 09/784,075 XX/XXX,XXX filed February 16, 2001, entitled SYSTEM, METHOD, AND COMPUTER PROGRAM PRODUCT FOR END-USER SELF-AUTHENTICATION (Attorney Docket No. 202585US-8); Application Serial No. 09/784,069 XX/XXX,XXX filed February 16, 2001, entitled SYSTEM, METHOD, AND COMPUTER PROGRAM PRODUCT FOR SUPPORTING MULTIPLE SERVICE PROVIDERS WITH A TROUBLE TICKET CAPABILITY (Attorney Docket No. 202586US-8); Provisional Application Serial No. 60/268,871 XX/XXX,XXX filed February 16, 2001, entitled SYSTEM, METHOD, AND COMPUTER PROGRAM PRODUCT FOR DYNAMIC BANDWIDTH QUALITY OF SERVICE (QOS) PROVISIONING (Attorney Docket No. 202661US-8 PROV); Provisional Application Serial No. 60/268,870 XX/XXX,XXX filed February 16, 2001, entitle SYSTEM, METHOD, AND COMPUTER PROGRAM PRODUCT FOR DYNAMIC BANDWIDTH PROVISIONING (Attorney Docket No. 202663US-8PROV); Provisional Application Serial No. 60/268,896 XX/XXX,XXX filed February 16, 2001, entitled SYSTEM, METHOD, AND COMPUTER PROGRAM PRODUCT FOR END-USER SERVICE PROVIDER SELECTION (Attorney Docket No. 202664US-8 PROV), and Provisional Application Serial No. 60/268,865 XX/XXX,XXX filed February 16, 2001, entitled SYSTEM, METHOD, AND COMPUTER

PROGRAM PRODUCT FOR AN IRREVOCABLE RIGHT TO USE (IRU) MODEM
REGISTRATION PROCESS (Attorney Docket No. 203050US-8PROV), the entire contents
of each of which being incorporated herein by reference.

Please replace the paragraph beginning at page 37 lines 1-12 (mistakenly identified as
p. 36, line 10 in the outstanding Office Action), with the following rewritten paragraph:

Once the trouble ticket information has been retrieved from the operations support system database 705, the process then proceeds to step S1403 where the network engineer performs a traceroute. Traceroute is a network utility that allows the network engineer to determine the specific connectivity path between the common data center 301 and the end-user experiencing a problem. The process then proceeds to step S1404 where the network engineer “pings” the end-user’s IP address. If the ping is successful, the process then proceeds to step S1404 S1405 where the network engineer obtains device parameters from the cable modem management information base (MIB) using, for example, a simple network management protocol (SNMP) GET command. SNMP and MIBs are Internet protocols, as would be understood by one of ordinary skill in the network art, and are described in detail in Stevens, W., “TCP/IP Illustrated, Volume 1,” Addison-Wesley Publishing Company, Inc., 1994, the entire contents of which is incorporated herein by reference.